



How to Fix Expense Charges and Trip Reservations for the Same Trip That Appear as Separate Items

Available Expenses

<input type="checkbox"/>	Expense Detail	Expense	Source	Date	Amount
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare	=	06/13/2014	\$348.00
<input type="checkbox"/>	Airfare, Dallas...	Airfare	+	06/13/2014	\$348.00
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare	=	06/24/2014	-\$358.00
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare	=	07/07/2014	\$475.00
<input type="checkbox"/>	Southwest Airlines Dallas TX USA	Airfare	=	07/14/2014	\$218.00

Normally these appear as one item. However, if they should be unmatched you can correct the problem. In this example, we have two charges and trips where the data was split for some reason.

You can correct this from *Available Expenses* on the **Concur** Page or **Expense** tab as well as from an existing Expense Report.

- A. Click on the checkbox next to the charge item you want to match to a trip reservation.
 - In our example, we selected the Southwest Airlines charge appearing for 06/13/2014 for \$348.00.
- B. Then click on the matching **Trip Reservation:** item. The dollar amount should be the same but the date may not be.
 - In our example it is: Airfare, Dallas 06/13/2014 for \$348.00.
- C. Once you select the items, the Match button will activate; click on the **Match** button.
- D. You will have two options: **To New Report** or **select an existing un-submitted report** from the list that appears.
- E. The items will be matched and moved as one item into the expense report.
- F. If you have multiple items, do this for each item.

NOTE: Do not use the Move button or each item will remain separate!